Cancer Care Nova Scotia

Nova Scotia Cancer Patient Satisfaction Survey Results

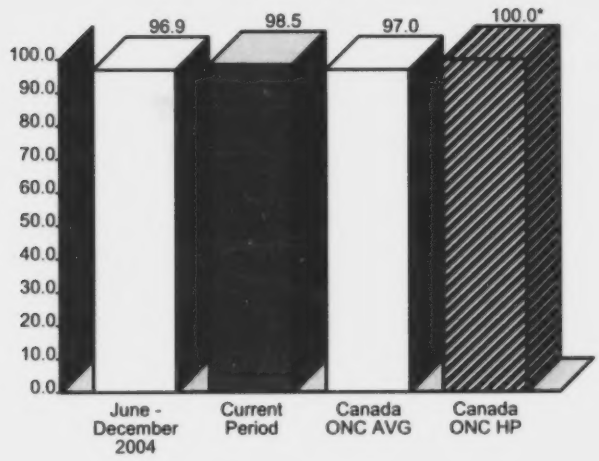
Provincial Average

June 2005 – December 2005

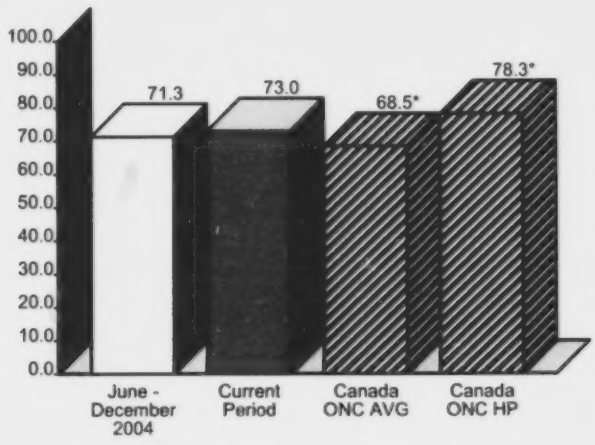
NOVA SCOTIA *A program of the Nova Scotia Department of Health*

Oncology Patient Experience-All Domains and Overall Ratings
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



All Domains and Overall Ratings (Onc)
% Positive Score



* Significantly Different from Your Current Score

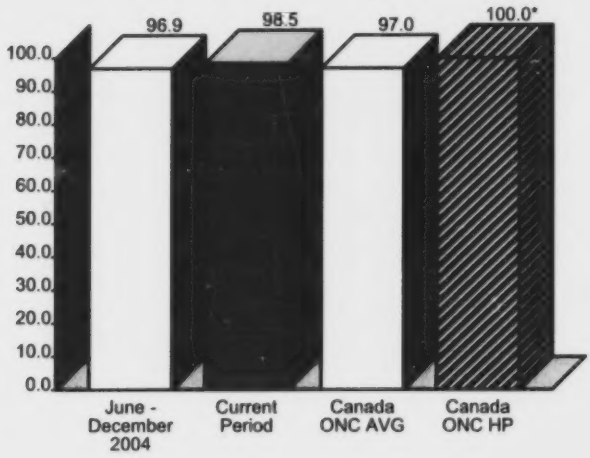
Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"		Canada ONC AVG	Canada ONC HP	n size
		% Positive Score			
81.8%	Physical Comfort (Onc)	87.5%	79.7%⬆	88.5%	404
69.2%	Information, Communication & Education (Onc)	70.9%	65.8%⬆	75.1%⬇	422
71.9%	Coordination and Continuity of Care (Onc)	72.3%	67.9%	76.2%	422
72.1%	Access to Care (Onc)	72.7%	71.9%	83.4%⬇	421
79.7%	Respect for Patient Preferences (Onc)	83.2%	78.6%⬆	85.0%	421
61.3%	Emotional Support (Onc)	62.1%	56.8%⬆	69.1%⬇	422
87.0%	Surgery Specific (Onc)	84.3%	82.4%	90.9%⬇	257

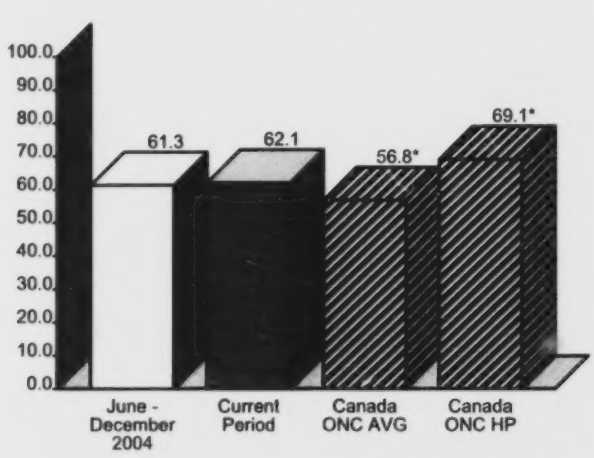
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Oncology Patient Experience-Emotional Support
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Emotional Support (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
79.4%	OP went out of way to help 80.5%	72.0%⬆	83.8%	405
47.3%	Enough OP info on emotional changes 45.4%	38.6%⬆	56.1%⬇	337
29.1%	Put in touch w/OP to help w/anxiety/fear 34.3%	26.5%⬆	39.1%	236
42.8%	Enough OP info re: relationship changes 41.9%	32.6%⬆	58.1%⬇	260
55.7%	Enough OP info on sexual activity changes 57.3%	44.7%⬆	68.8%⬇	281
92.2%	Could trust OP providers w/confidential info 90.9%	90.6%	93.7%⬇	408
74.3%	Told of diagnosis in sensitive manner (OP) 73.3%	73.2%	78.8%⬇	416
34.6%	Put in touch w/OP to help w/diagnosis anxiety/fear 42.9%	38.8%	53.8%⬇	336
70.3%	Got help wanted figuring out payment (OP) 71.0%	68.8%	75.6%	155

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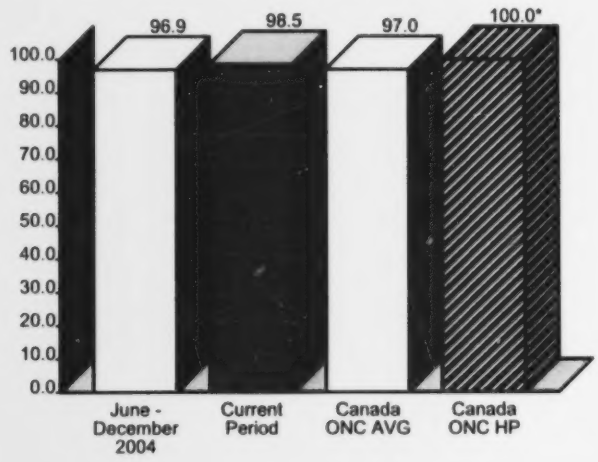
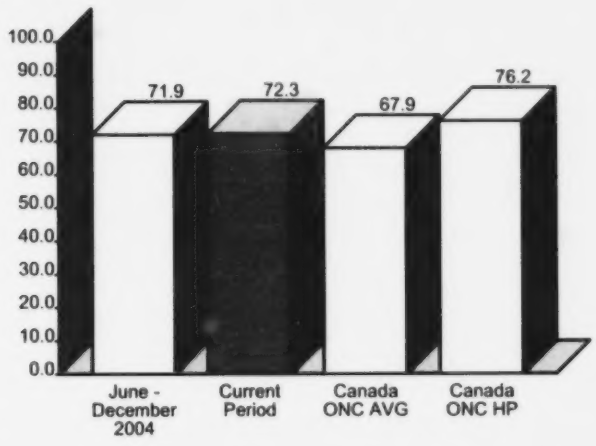
Cancer Care Nova Scotia

Oncology Patient Experience-Coordination and Continuity of Care
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Coordination and Continuity of Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
62.5%	Knew next step in care (OP) 65.9%	57.3%⬆	71.7%⬇	413
83.4%	Providers knew enough re: OP therapy 86.8%	84.8%	90.0%⬇	409
66.8%	Knew who to go to w/questions (OP) 68.8%	61.5%⬆	72.7%	410
79.9%	Given confusing/conflicting info (OP) 75.1%	75.6%	83.7%⬇	406
68.3%	Providers aware of test results (OP) 70.5%	63.1%⬆	71.6%	400
57.0%	Providers aware of med history (OP) 57.8%	52.3%⬆	64.3%⬇	400
88.6%	Knew who was in charge for each OP therapy 86.6%	85.8%	90.0%⬇	409
68.9%	Family Dr knew enough re: OP cancer care 66.1%	61.6%	76.6%⬇	380

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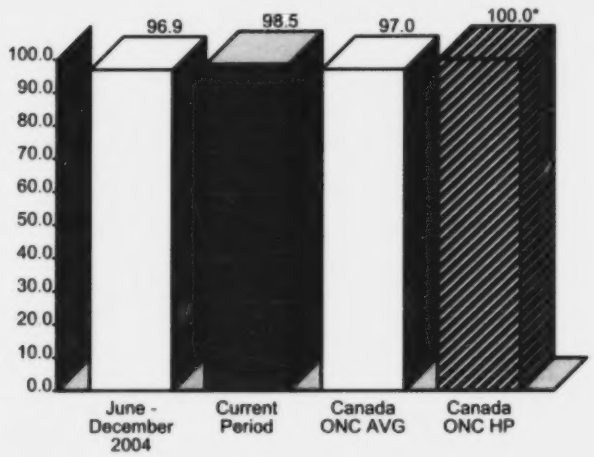
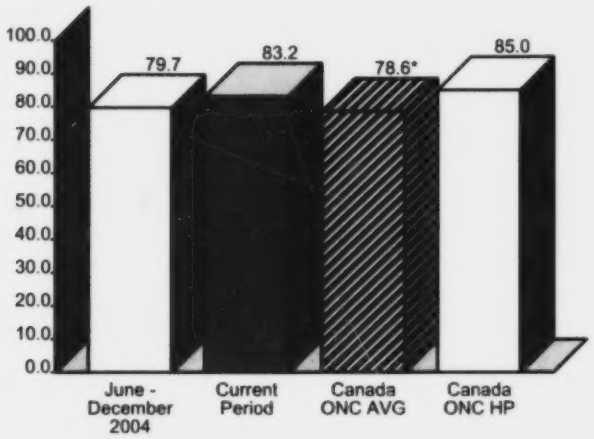
Oncology Patient Experience-Respect for Patient Preferences
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Respect for Patient Preferences (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
70.5%	Comfortable talking w/OP re: alternate therapy 68.7%	58.0%⬆	74.6%⬇	214
75.7%	Involved in OP care decisions 81.1%	77.0%	81.5%	417
61.7%⬆	OP considered living situation in treatment 69.1%	62.8%⬆	73.7%⬇	408
96.1%	Family/friends involved in OP care/ treatment 94.6%	93.3%	96.4%	370
93.8%	Treated w/dignity/respect by OP providers 96.6%	94.0%⬆	98.2%⬇	408

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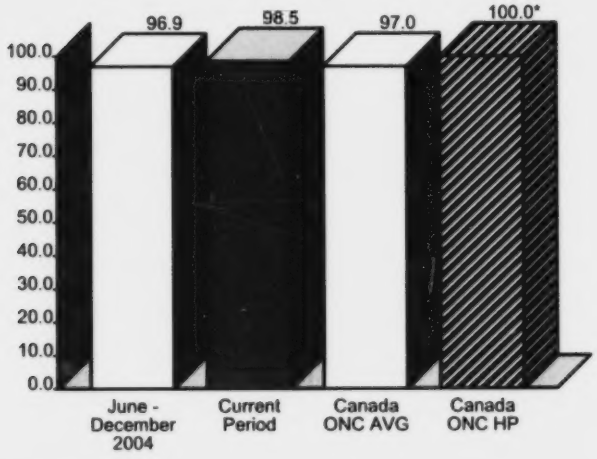
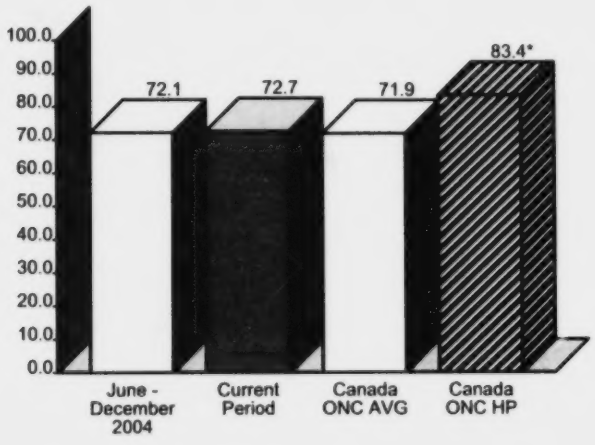
Oncology Patient Experience-Access to Care
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Access to Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"		Canada ONC AVG	Canada ONC HP	n size
		% Positive Score			
84.9%	Got services needed in past 6 months (OP)	82.4%	82.2%	87.5%⬇	408
60.8%⬆	OP considered travel concerns in treatment plan	69.6%	62.3%⬆	72.3%	286
78.8%	OP did everything to make wait comfortable (Rad)	86.3%	81.3%⬆	97.9%⬇	241
74.3%	Waited too long for first OP treatment appt	70.9%	78.9%⬇	87.1%⬇	413
83.2%	Wait from scheduled appt to OP chemotherapy	82.1%	73.6%⬆	96.7%⬇	207
77.3%	OP did everything to make chemo wait comfortable	82.6%	70.3%⬆	95.2%⬇	172
43.8%	Wait longer than expected for OP chemo	49.5%	38.3%⬆	67.4%⬇	212
45.7%	Wait longer than expected for OP radiation	44.0%	56.4%⬇	89.0%⬇	300
89.5%	Wait from scheduled appt to OP radiation	86.8%	92.6%⬇	98.3%⬇	296

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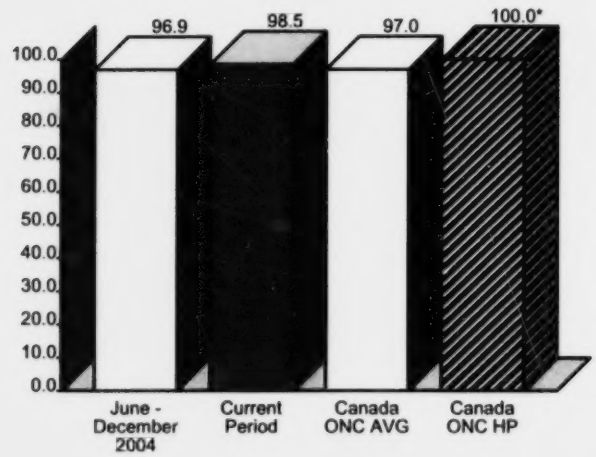
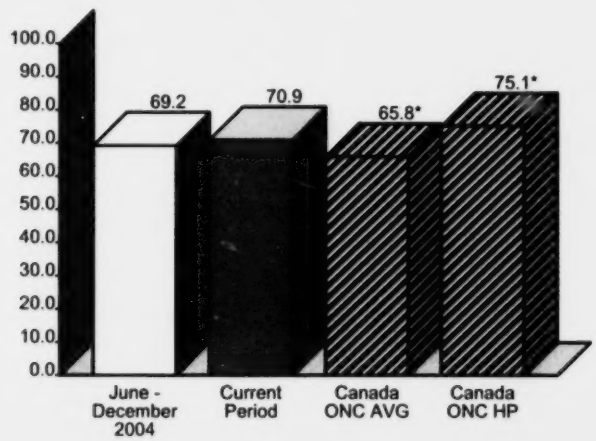
Cancer Care Nova Scotia

Oncology Patient Experience-Information, Communcations & Education
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Information, Communication & Education (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
69.5%	Enough OP info on physical changes 76.0%	67.5%⬆	79.6%	337
57.7%	Enough OP info on nutritional needs 55.1%	56.3%	66.4%⬇	370
78.1%	OP explained test results understandably 76.1%	72.4%	79.6%	394
60.1%	Enough OP info on energy changes 67.7%	55.4%⬆	67.8%	384
53.9%	Enough OP info on changes in work/ activities 60.5%	49.1%⬆	76.5%⬇	319
80.7%	Comfortable talking w/OP re: cancer 83.1%	78.7%	84.2%	313
85.0%	OP Provider explained why tests needed 84.5%	81.8%	86.3%	401
72.9%	Given enough info on cancer therapies (OP) 77.3%	72.6%⬆	81.7%⬇	414
59.7%	OP explained wait for first treatment appt 56.5%	53.1%	64.1%⬇	283
68.0%	Discussed cancer treatments w/you (OP) 68.2%	64.2%	70.7%	415

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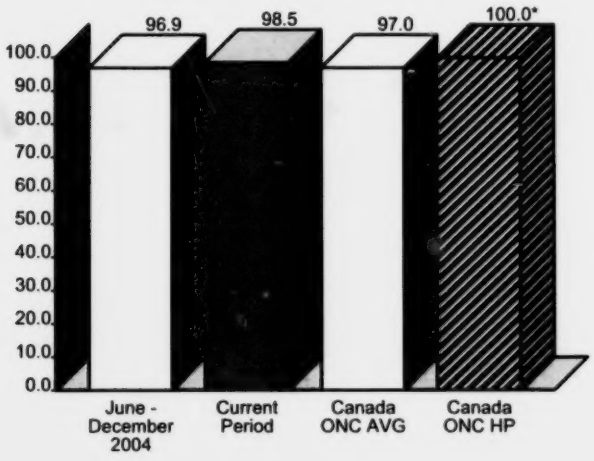
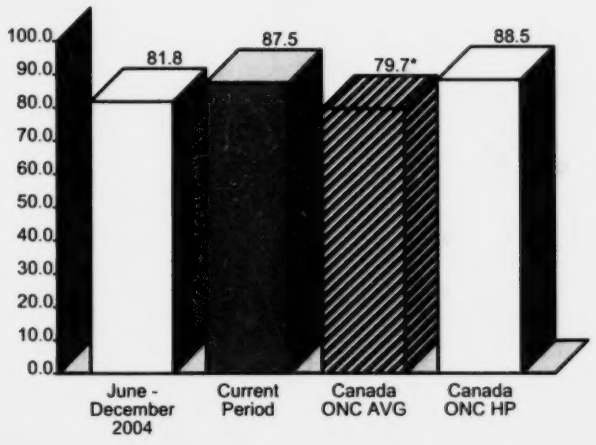
Cancer Care Nova Scotia

Oncology Patient Experience-Physical Comfort
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Physical Comfort (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
89.8%	OP did everything to help w/radiation effects 92.0%	85.3%⬆	93.5%	275
88.3%	OP did everything to help w/chemo side effects 86.9%	80.7%⬆	88.2%	213
87.5%	Told how to manage radiation effects (OP) 91.1%	82.7%⬆	91.7%	292
78.8%	Told how to manage chemo side effects (OP) 84.0%	78.9%	84.7%	225
67.0%⬆	OP did everything to control pain/ discomfort 81.4%	72.5%⬆	87.7%⬇	226

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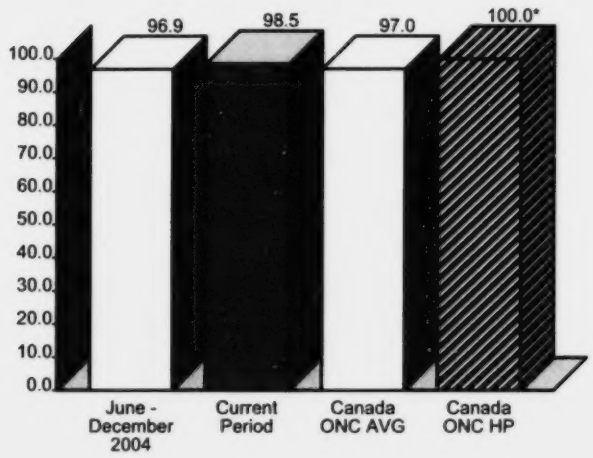
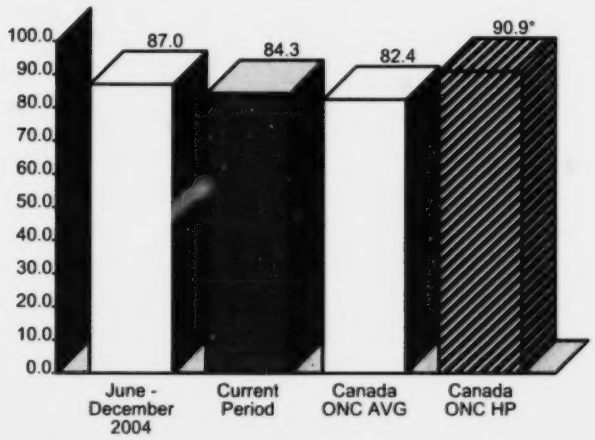
Cancer Care Nova Scotia

Oncology Patient Experience-Surgery Specific
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



Surgery Specific (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
88.4%	Results of surgery explained understandably (OP) 85.1%	82.4%	90.7%⬇	255
85.3%	Told how long wait would be for surgery (OP) 83.3%	82.3%	91.2%⬇	234

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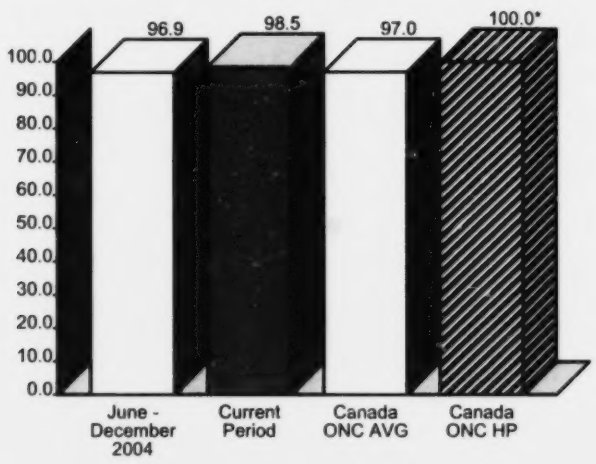
Cancer Care Nova Scotia

Oncology Patient Experience-Overall Impressions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Current Period	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
86.0%⬆	OP did everything to treat cancer 92.2%	89.9%	93.8%	411
98.0%	Rate OP hospital care past 6 months 99.3%	97.1%⬆	100.0%⬇	410
91.6%	Would recommend providers at hospital (OP) 94.1%	90.0%⬆	96.6%⬇	409
89.6%	Would recommend providers (OP) 92.0%	87.9%⬆	93.9%	410

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Would recommend providers (OP)			
89.6%	Yes, completely 92.0%	87.9%⬆	93.9%	377
9.2%	Yes, somewhat 7.6%	10.8%⬇	6.1%	31
1.2%	No 0.5%	1.3%	0.0%⬆	2

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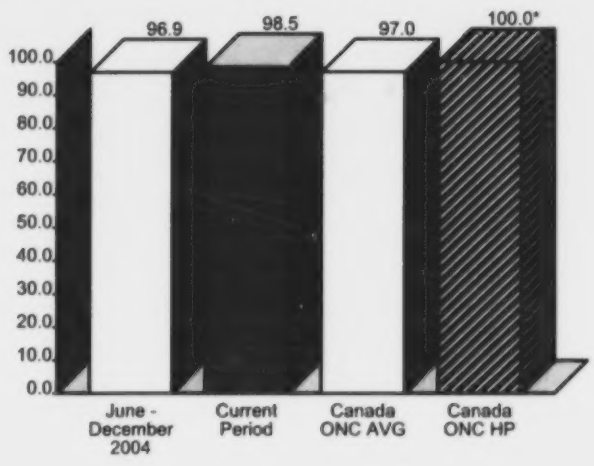
Cancer Care Nova Scotia

Oncology Patient Experience-Health Status
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Received OP cancer care past 6 months			
52.9%⬆	Yes, currently receiving or have received cancer treatment — 96.7%	65.4%⬆		376
37.2%⬇	Yes, but have ONLY received follow-up care in the past 6 — 1.8%	25.0%⬇		7
9.9%⬇	No, have not received cancer care in the past 6 months — 1.5%	9.6%⬇		6
	Provider involved most in OP treatment plan			
4.9%	Family doctor — 4.4%	3.3%		17
75.6%	Cancer specialist — 75.3%	79.4%⬇		293
17.3%	Surgeon — 18.5%	15.4%		72
2.2%	Someone else — 1.8%	1.9%		7
	Had surgery after cancer diagnosis (OP)			
64.3%	Yes — 63.4%	61.4%		256
35.7%	No — 36.6%	38.6%		148

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Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had surgery at OP hospital			
57.6%⬆	Yes, only at this hospital or clinic 73.1%	55.2%⬆		182
7.0%	At this hospital or clinic and another hospital/clinic 3.2%	6.6%⬇		8
35.4%⬇	No, at another hospital or clinic only 23.7%	38.2%⬇		59
	Had OP chemotherapy past 6 months			
42.5%⬆	Yes 60.5%	57.9%		227
57.5%⬇	No 39.5%	42.1%		148
	Had chemotherapy at OP hospital			
64.6%⬆	Yes, only at this hospital or clinic 78.3%	75.6%		177
9.1%	At this hospital or clinic AND another hospital or clinic 8.4%	8.0%		19
22.2%⬇	No, at another hospital or clinic only 8.4%	8.9%		19
4.0%	No, I only take pills at home 4.9%	7.5%		11
	Had blood tests/chemo during same OP visit			
66.3%	Yes 56.1%	68.5%⬇		115
33.7%	No 43.9%	31.5%⬆		90
	Had radiation therapy past 6 months (OP)			
41.9%⬆	Yes 73.3%	49.7%⬆		300
53.1%⬇	No 26.7%	50.3%⬇		109
	Had radiation therapy at OP hospital			
96.2%	Yes, only at this hospital or clinic 99.0%	88.7%⬆		296
1.0%	At this hospital or clinic and another hospital/clinic 0.7%	0.8%		2
2.9%⬇	No, at another hospital or clinic only 0.3%	10.5%⬇		1
	Rate pain past 6 months (OP)			
9.7%	Severe 11.8%	11.0%		48
21.1%	Moderate 25.6%	25.8%		104
17.4%	Mild 20.2%	21.2%		82
51.8%⬇	Didn't have pain in the past 6 months 42.4%	42.1%		172

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Your current score is: higher ⬆ or lower⬇.

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Wanted but didn't receive info on services (OP)			
41.3%	Counseling/support (social workers, psychologists) 39.6%	17.4%↑	17.2%↑	38
15.9%	Spiritual support 25.0%	9.7%↑	9.7%↑	24
41.3%	Dietitian 54.2%	24.0%↑	24.1%↑	52
9.5%	Speech therapist 4.2%	3.4%	3.3%	4
12.7%	Occupational therapist 9.4%	4.9%↑	4.9%↑	9
17.5%	Physical therapist 12.5%	10.1%	10.0%	12
25.4%	Support groups 34.4%	15.3%↑	15.5%↑	33
15.9%	Palliative care 14.6%	6.4%↑	6.5%↑	14
17.5%	Other 10.4%	8.7%	8.8%	10
	Number of Drs seen in past 6 months (OP)			
30.3%↓	One 17.6%	28.8%↓		73
35.0%	Two 33.6%	34.5%		139
20.1%↑	Three 29.0%	21.0%↑		120
14.6%	Four or more 19.8%	15.7%↑		82
	Medical care most helpful in past 6 months (OP)			
11.6%	Emergency Department 14.8%	14.3%		56
1.6%	Urgent care/walk-in 1.3%	1.3%		5
13.5%	Called my family doctor 10.6%	9.7%		40
16.7%	Visit with my family doctor 16.1%	14.9%		61
19.1%↑	Called the cancer centre/hospital 27.4%	23.7%		104
1.2%	Home care 1.3%	3.7%↓		5
0.4%	Home visits by physician 0.3%	0.5%		1
0.8%	Drop in visit to a cancer clinic 1.1%	2.7%↓		4
33.5%↓	Didn't need medical help/advice right away 23.7%	26.7%		90
1.6%	Other 3.4%	2.4%		13

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	When told of cancer diagnosis (OP)			
15.7%	Less than 6 months ago 21.7%	12.4%⬆		91
32.2%⬆	Between 6-12 months ago 48.1%	44.5%		202
21.0%⬇	Between 1 and 2 years ago 14.5%	18.3%⬇		61
16.1%⬇	Between 2 to 5 years ago 9.3%	13.4%⬇		39
15.0%⬇	More than 5 years ago 6.4%	11.5%⬇		27
	Who told you of cancer diagnosis (OP)			
37.6%	Family doctor 34.0%	30.5%		139
20.0%	Cancer specialist 18.8%	21.0%		77
36.5%	Surgeon 40.3%	39.7%		165
5.9%	Someone else 6.8%	8.7%		28
	Rate health (OP)			
6.6%	Poor 5.6%	6.2%		23
17.8%	Fair 21.0%	20.8%		86
38.4%	Good 37.4%	37.8%		153
29.5%	Very Good 27.1%	26.3%		111
7.8%	Excellent 8.8%	8.9%		36

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Oncology Patient Experience-Additional Questions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Received Cancer Centre booklets (OP)			
47.2%⬆	Yes, and I found the information very helpful 66.1%	66.0%	69.9%	265
15.5%	Yes, and I found the information somewhat helpful 14.0%	14.0%	11.5%	56
0.4%	Yes, but the information wasn't helpful 0.7%	0.8%	0.0%⬆	3
21.4%⬇	No, I didn't receive the booklets 8.2%	8.3%	6.2%	33
15.5%	I don't know if I received the booklets 11.0%	11.0%	12.4%	44
	Easy to reach OP cancer centre Dr/Nurse			
56.9%	Yes, completely 52.8%	53.0%	63.2%⬇	215
16.5%	Yes, somewhat 21.1%	20.9%	15.8%⬆	86
4.7%	No 3.9%	3.9%	1.8%⬆	16
22.0%	I didn't need to contact them between appointments. 22.1%	22.2%	19.3%	90
	OP: Person who explained treatment expectations			
	Family doctor 38.2%	10.7%⬆		157
	Chemo nurse 46.2%	13.0%⬆		190
	Clinic nurse 52.3%	14.7%⬆		215
	Radiation therapist 51.1%	14.3%⬆		210
	Surgeon 48.4%	13.6%⬆		199
	Medical Oncologist 55.0%	15.4%⬆		226
	Radiation Oncologist 57.9%	16.2%⬆		238
	Patient navigator 6.8%	1.9%⬆		28
	OP: Aware of Cancer Patient Navigator			
	YES and I received services from the Navigator 15.0%	14.8%		56
	YES but I received NO services from the Navigator 8.8%	8.9%		33
	YES but there is no Navigator in my district 1.6%	1.6%		6
	NO 44.5%	44.6%		166
	Do not know 30.0%	30.1%		112

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Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Treatment past 6 months was for (OP)			
66.5%⬆	A first time cancer diagnosis 74.2%	70.1%		305
33.5%⬇	A repeat cancer diagnosis 25.8%	29.9%		106
	Type of original cancer (OP)			
2.4%	Brain 3.1%	1.4%⬆		12
25.3%⬆	Breast 33.4%	29.5%		131
2.4%⬆	Cervix/Uterine/Ovarian 6.4%	5.2%		25
13.8%	Colorectal/Bowel 13.0%	13.3%		51
6.3%⬇	Head/Neck 2.8%	3.1%		11
0.0%	Hematology (blood) 0.3%	3.7%⬇		1
2.4%	Kidney/bladder 3.1%	2.0%		12
2.0%	Lymphoma 2.3%	7.2%⬇		9
7.9%	Lung 9.2%	7.5%		36
3.2%	Melanoma 2.8%	3.2%		11
26.1%⬇	Prostate/testicular 15.8%	15.6%		62
1.2%	Sarcoma 0.5%	0.7%		2
0.8%	Stomach 1.0%	1.2%		4
5.9%	Other 4.3%	5.7%		17
0.4%	Don't know 2.0%	0.7%⬆		8
	Hospital stays overnight/longer (OP)			
66.8%⬇	None 55.7%	64.6%⬇		228
20.3%	One 25.9%	19.5%⬆		106
5.5%	Two 7.1%	6.3%		29
7.4%	More than two 11.2%	9.6%		46

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Oncology Patient Experience-Demographic Questions (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Highest grade of school completed (OP)			
21.8%	Grade 9 or less 17.5%	18.1%		70
22.2%	Some high school but did not graduate 23.1%	21.5%		92
18.3%	High school graduate 21.1%	22.5%		84
21.8%	College, trade, or technical school 24.3%	22.5%		97
7.1%	University undergraduate degree 7.8%	9.4%		31
8.7%	Post university/graduate education 6.3%	6.0%		25
	Who completed survey (OP)			
84.0%↓	Patient 76.5%	80.4%↓		316
3.4%	Someone else 6.3%	6.2%		26
12.7%	Patient with someone else's help 17.2%	13.4%↑		71
	Medical care most helpful in past 6 months (OP)			
11.6%	Emergency Department 14.8%	14.3%		56
1.6%	Urgent care/walk-in 1.3%	1.3%		5
13.5%	Called my family doctor 10.6%	9.7%		40
16.7%	Visit with my family doctor 16.1%	14.9%		61
19.1%↑	Called the cancer centre/hospital 27.4%	23.7%		104
1.2%	Home care 1.3%	3.7%↓		5
0.4%	Home visits by physician 0.3%	0.5%		1
0.8%	Drop in visit to a cancer clinic 1.1%	2.7%↓		4
33.5%↓	Didn't need medical help/advice right away 23.7%	26.7%		90
1.6%	Other 3.4%	2.4%		13

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Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	OP: Preferred language while receiving cancer care			
	English 99.5%	99.5%		415
	French 0.2%	0.2%		1
	German 0.0%	0.0%		0
	Chinese 0.0%	0.0%		0
	Cantonese 0.0%	0.0%		0
	Punjabi 0.0%	0.0%		0
	Mandarin 0.0%	0.0%		0
	Portuguese 0.0%	0.0%		0
	Spanish 0.0%	0.0%		0
	Vietnamese 0.0%	0.0%		0
	Korean 0.0%	0.0%		0
	Arabic 0.0%	0.0%		0
	Mi'kmaq 0.2%	0.2%		1
	ED respected culture/lifestyle			
96.1%	Yes, completely 94.4%	94.4%	95.3%	389
3.5%	Yes, somewhat 5.1%	5.1%	4.4%	21
0.4%	No 0.5%	0.5%	0.3%	2

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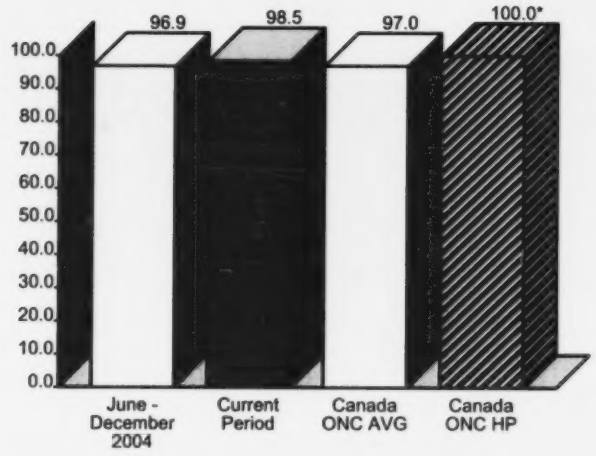
Cancer Care Nova Scotia

Oncology Patient Experience-Chemotherapy
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
88.3%	OP did everything to help w/chemo side effects 86.9%	80.7%⬆	88.2%	213
78.8%	Told how to manage chemo side effects (OP) 84.0%	78.9%	84.7%	225
83.2%	Wait from scheduled appt to OP chemotherapy 82.1%	73.6%⬆	96.7%⬇	207
77.3%	OP did everything to make chemo wait comfortable 82.6%	70.3%⬆	95.2%⬇	172
43.8%	Wait longer than expected for OP chemo 49.5%	38.3%⬆	67.4%⬇	212

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had blood tests/chemo during same OP visit			
66.3%	Yes 56.1%	68.5%⬇		115
33.7%	No 43.9%	31.5%⬆		90

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Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Chemotherapy (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had chemotherapy at OP hospital			
64.6%⬆	Yes, only at this hospital or clinic 78.3%	75.6%		177
9.1%	At this hospital or clinic AND another hospital or clinic 8.4%	8.0%		19
22.2%⬇	No, at another hospital or clinic only 8.4%	8.9%		19
4.0%	No, I only take pills at home 4.9%	7.5%		11
	Had OP chemotherapy past 6 months			
42.5%⬆	Yes 60.5%	57.9%		227
57.5%⬇	No 39.5%	42.1%		148

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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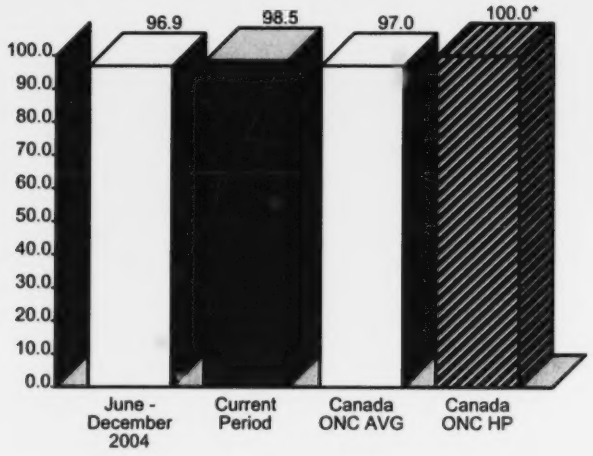
Oncology Patient Experience-Radiation Therapy
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
89.8%	OP did everything to help w/radiation effects 92.0%	85.3%⬆	93.5%	275
78.8%	OP did everything to make wait comfortable (Rad) 86.3%	81.3%⬆	97.9%⬇	241
87.5%	Told how to manage radiation effects (OP) 91.1%	82.7%⬆	91.7%	292
45.7%	Wait longer than expected for OP radiation 44.0%	56.4%⬇	89.0%⬇	300
89.5%	Wait from scheduled appt to OP radiation 86.8%	92.6%⬇	98.3%⬇	296

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had radiation therapy at OP hospital			
96.2%	Yes, only at this hospital or clinic 99.0%	88.7%⬆		296
1.0%	At this hospital or clinic and another hospital/clinic 0.7%	0.8%		2
2.9%⬇	No, at another hospital or clinic only 0.3%	10.5%⬇		1

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Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Radiation Therapy (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had radiation therapy past 6 months (OP)			
41.9%⬆	Yes 73.3%	49.7%⬆		300
58.1%⬇	No 26.7%	50.3%⬇		109

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Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Highest Percent Positive (Strengths)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004	Items ranked in descending order by current score	% Positive Score	Canada ONC AVG	Canada ONC HP	n size
93.8%	Treated w/dignity/respect by OP providers	96.6%	94.0%⬆	98.2%⬇	408
96.1%	Family/friends involved in OP care/ treatment	94.6%	93.3%	96.4%	370
89.8%	OP did everything to help w/radiation effects	92.0%	85.3%⬆	93.5%	275
87.5%	Told how to manage radiation effects (OP)	91.1%	82.7%⬆	91.7%	292
92.2%	Could trust OP providers w/confidential info	90.9%	90.6%	93.7%⬇	408
88.3%	OP did everything to help w/chemo side effects	86.9%	80.7%⬆	88.2%	213
89.5%	Wait from scheduled appt to OP radiation	86.8%	92.6%⬇	98.3%⬇	296
83.4%	Providers knew enough re: OP therapy	86.8%	84.8%	90.0%⬇	409
88.6%	Knew who was in charge for each OP therapy	86.6%	85.8%	90.0%⬇	409
78.8%	OP did everything to make wait comfortable (Rad)	86.3%	81.3%⬆	97.9%⬇	241

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Your current score is: higher ⬆ or lower⬇.

Oncology Patient Experience-Lowest Percent Positive (Areas for Improvement)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004	Items ranked in ascending order by current score		Canada ONC AVG	Canada ONC HP	n size
		% Positive Score			
29.1%	Put in touch w/OP to help w/anxiety/fear	34.3%	26.5%⬆	39.1%	236
42.8%	Enough OP info re: relationship changes	41.9%	32.6%⬆	58.1%⬇	260
34.6%	Put in touch w/OP to help w/diagnosis anxiety/fear	42.9%	38.8%	53.8%⬇	336
45.7%	Wait longer than expected for OP radiation	44.0%	56.4%⬇	89.0%⬇	300
47.3%	Enough OP info on emotional changes	45.4%	38.6%⬆	56.1%⬇	337
43.8%	Wait longer than expected for OP chemo	49.5%	38.3%⬆	67.4%⬇	212
57.7%	Enough OP info on nutritional needs	55.1%	56.3%	66.4%⬇	370
59.7%	OP explained wait for first treatment appt	56.5%	53.1%	64.1%⬇	283
55.7%	Enough OP info on sexual activity changes	57.3%	44.7%⬆	68.8%⬇	281
57.0%	Providers aware of med history (OP)	57.8%	52.3%⬆	64.3%⬇	400

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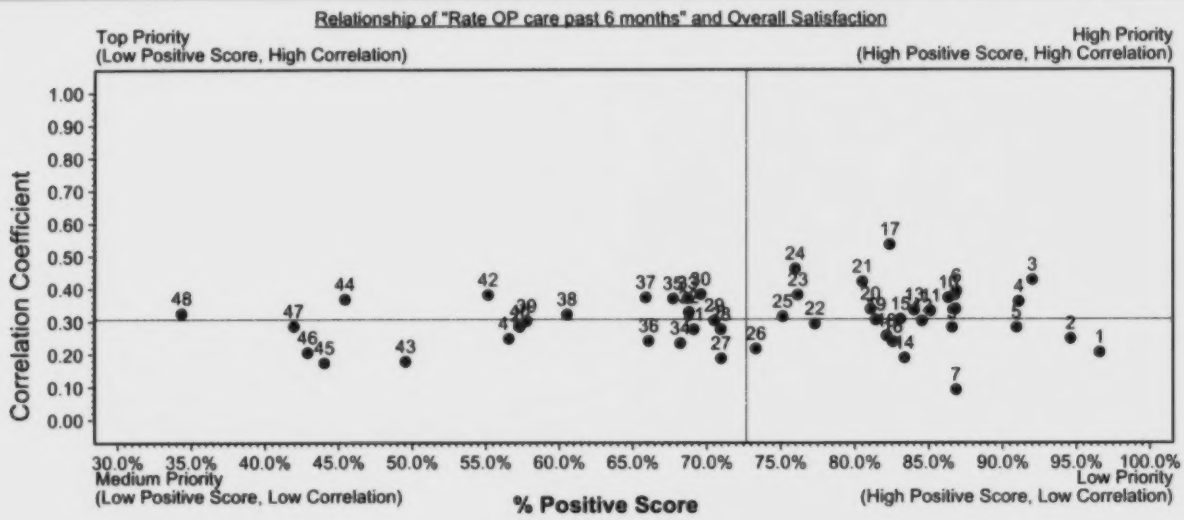
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)



1 Treated w/dignity/respect by OP providers
2 Family/friends involved in OP care/treatment
3 OP did everything to help w/radiation effects
4 Told how to manage radiation effects (OP)
5 Could trust OP providers w/confidential info
6 OP did everything to help w/chemo side effects
7 Wait from scheduled appt to OP radiation
8 Providers knew enough re: OP therapy
9 Knew who was in charge for each OP therapy
10 OP did everything to make wait comfortable (Rad)
11 Results of surgery explained understandably (OP)
12 OP Provider explained why tests needed
13 Told how to manage chemo side effects (OP)
14 Told how long wait would be for surgery (OP)
15 Comfortable talking w/OP re: cancer
16 OP did everything to make chemo wait comfortable
17 Got services needed in past 6 months (OP)
18 Wait from scheduled appt to OP chemotherapy
19 OP did everything to control pain/discomfort
20 Involved in OP care decisions
21 OP went out of way to help
22 Given enough info on cancer therapies (OP)
23 OP explained test results understandably
24 Enough OP info on physical changes
25 Given confusing/conflicting info (OP)
26 Told of diagnosis in sensitive manner (OP)
27 Got help wanted figuring out payment (OP)
28 Waited too long for first OP treatment appt
29 Providers aware of test results (OP)
30 OP considered travel concerns in treatment plan
31 OP considered living situation in treatment
32 Knew who to go to w/questions (OP)
33 Comfortable talking w/OP re: alternate therapy
34 Discussed cancer treatments w/you (OP)
35 Enough OP info on energy changes
36 Family Dr knew enough re: OP cancer care
37 Knew next step in care (OP)
38 Enough OP info on changes in work/activities
39 Providers aware of med history (OP)
40 Enough OP info on sexual activity changes
41 OP explained wait for first treatment appt
42 Enough OP info on nutritional needs
43 Wait longer than expected for OP chemo
44 Enough OP info on emotional changes
45 Wait longer than expected for OP radiation
46 Put in touch w/OP to help w/diagnosis anxiety/fear
47 Enough OP info re: relationship changes
48 Put in touch w/OP to help w/anxiety/fear

Detail

June - December 2004		Highest correlation with "Rate OP care past 6 months"		Correlation Coefficient	n size
		% Positive Score			
84.9%	Got services needed in past 6 months (OP)		82.4%	0.535	408
69.5%	Enough OP info on physical changes		76.0%	0.461	337
89.8%	OP did everything to help w/radiation effects		92.0%	0.427	275
79.4%	OP went out of way to help		80.5%	0.422	405

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Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

June - December 2004	Detail	Correlation Coefficient	n size
	% Positive Score		
88.3%	OP did everything to help w/chemo side effects 86.9%	0.393	213
60.8%⬆	OP considered travel concerns in treatment plan 69.6%	0.383	286
57.7%	Enough OP info on nutritional needs 55.1%	0.382	370
78.1%	OP explained test results understandably 76.1%	0.381	394
62.5%	Knew next step in care (OP) 65.9%	0.373	413
78.8%	OP did everything to make wait comfortable (Rad) 86.3%	0.372	241
70.5%	Comfortable talking w/OP re: alternate therapy 68.7%	0.371	214
60.1%	Enough OP info on energy changes 67.7%	0.370	384
47.3%	Enough OP info on emotional changes 45.4%	0.368	337
87.5%	Told how to manage radiation effects (OP) 91.1%	0.361	292
75.7%	Involved in OP care decisions 81.1%	0.339	417
83.4%	Providers knew enough re: OP therapy 86.8%	0.338	409
78.8%	Told how to manage chemo side effects (OP) 84.0%	0.335	225
88.4%	Results of surgery explained understandably (OP) 85.1%	0.332	255
66.8%	Knew who to go to w/questions (OP) 68.8%	0.329	410
29.1%	Put in touch w/OP to help w/anxiety/fear 34.3%	0.326	236
53.9%	Enough OP info on changes in work/ activities 60.5%	0.322	319
79.9%	Given confusing/conflicting info (OP) 75.1%	0.315	406
80.7%	Comfortable talking w/OP re: cancer 83.1%	0.308	313
67.0%⬆	OP did everything to control pain/discomfort 81.4%	0.306	226
68.3%	Providers aware of test results (OP) 70.5%	0.303	400
85.0%	OP Provider explained why tests needed 84.5%	0.302	401
57.0%	Providers aware of med history (OP) 57.8%	0.301	400

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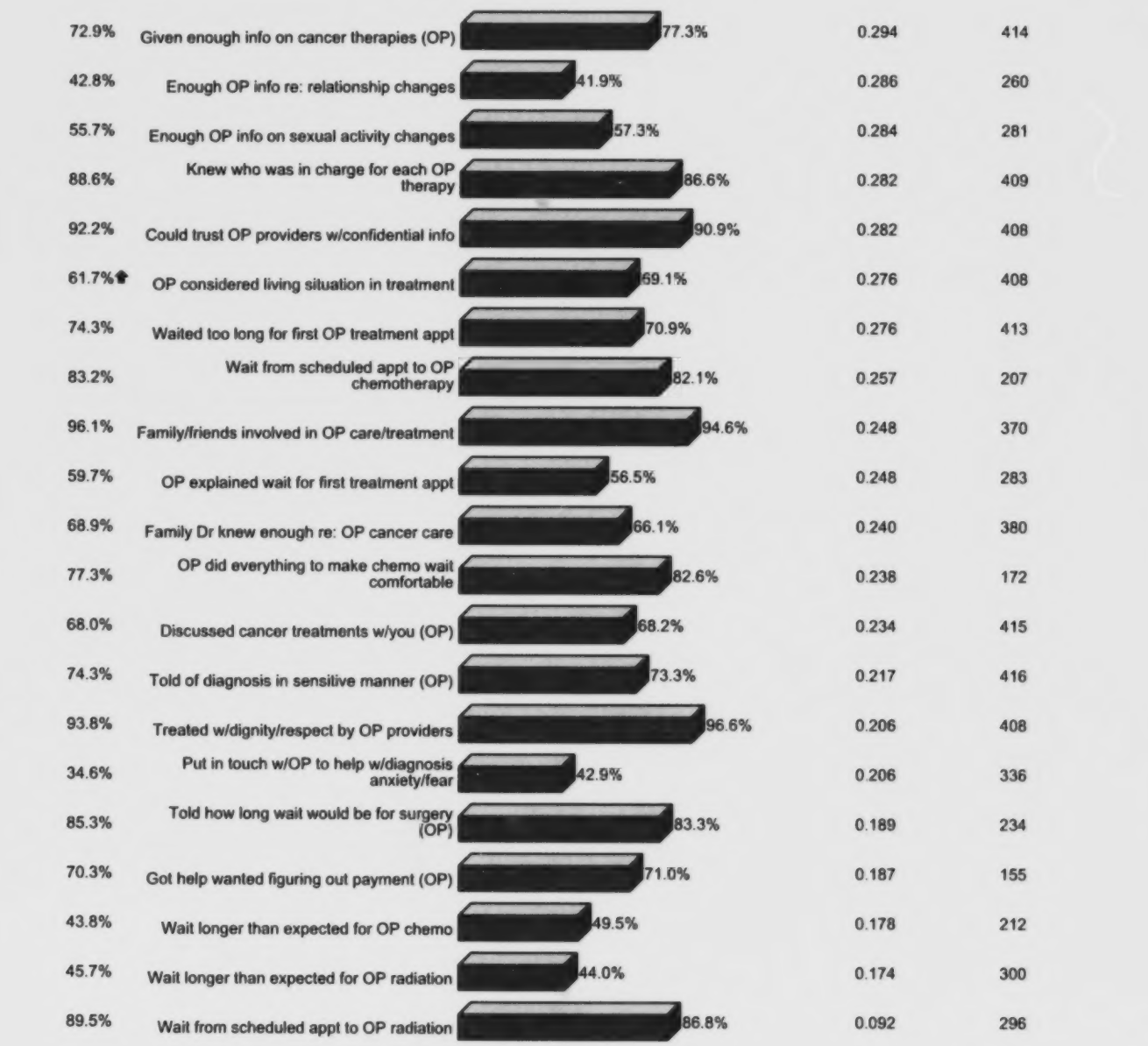
Your current score is: higher ⬆ or lower ⬇.

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)


June - December 2004
Detail
Correlation Coefficient
n size
% Positive Score
72.9% Given enough info on cancer therapies (OP) 77.3% 0.294 414
42.8% Enough OP info re: relationship changes 41.9% 0.286 260
55.7% Enough OP info on sexual activity changes 57.3% 0.284 281
88.6% Knew who was in charge for each OP therapy 86.6% 0.282 409
92.2% Could trust OP providers w/confidential info 90.9% 0.282 408
61.7%⬆ OP considered living situation in treatment 69.1% 0.276 408
74.3% Waited too long for first OP treatment appt 70.9% 0.276 413
83.2% Wait from scheduled appt to OP chemotherapy 82.1% 0.257 207
96.1% Family/friends involved in OP care/treatment 94.6% 0.248 370
59.7% OP explained wait for first treatment appt 56.5% 0.248 283
68.9% Family Dr knew enough re: OP cancer care 66.1% 0.240 380
77.3% OP did everything to make chemo wait comfortable 82.6% 0.238 172
68.0% Discussed cancer treatments w/you (OP) 68.2% 0.234 415
74.3% Told of diagnosis in sensitive manner (OP) 73.3% 0.217 416
93.8% Treated w/dignity/respect by OP providers 96.6% 0.206 408
34.6% Put in touch w/OP to help w/diagnosis anxiety/fear 42.9% 0.206 336
85.3% Told how long wait would be for surgery (OP) 83.3% 0.189 234
70.3% Got help wanted figuring out payment (OP) 71.0% 0.187 155
43.8% Wait longer than expected for OP chemo 49.5% 0.178 212
45.7% Wait longer than expected for OP radiation 44.0% 0.174 300
89.5% Wait from scheduled appt to OP radiation 86.8% 0.092 296

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.